

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

In the application of : **McCORMACK, Tony et al.**
Serial No. : **10/828,697**
Filed : **April 21, 2004**
For : **Management of contacts in a network of
contact centers**
Examiner : **RAYYAN, Susan F.**
Art Unit : **2167**
Confirmation No. : **5390**
Attorney Docket No. : **920673-95929**

RESPONSE TO OFFICE ACTION OF MARCH 19, 2008

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of March 19, 2008, Applicants make the following remarks: